

WHAT IS CLAIMED IS:

1. A method for aiding in tuning of one or more speech applications, comprising:
receiving event data associated with a plurality of user interactions with the one or more speech applications;
storing the event data in a database;
receiving a request for information;
retrieving at least a portion of the event data from the database based on the request;
formulating a response to the request using the retrieved event data; and
presenting the response to aid in the tuning of the one or more speech applications.
2. The method of claim 1, wherein the one or more speech applications are associated with a plurality of distributed speech application systems.
3. The method of claim 1, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the one or more speech applications.
4. The method of claim 1, wherein the retrieving event data includes:
generating a search query based on the request for information, and
using the search query to identify event data in the database that is relevant to the search query.

5. The method of claim 1, wherein the formulating a response includes:
generating statistics based on the retrieved event data, and
using the statistics as the response to the request.
6. The method of claim 1, wherein the formulating a response includes:
organizing the retrieved event data to a form that satisfies the request, and
using the organized event data as the response to the request.
7. A system for aiding in tuning of one or more speech applications, comprising:
means for obtaining event data associated with a plurality of user interactions with a
plurality of distributed speech application systems;
means for storing the event data;
means for periodically analyzing the event data to identify potential problem areas; and
means for providing results of the periodic analyzing to aid in the tuning of one or more
of the speech application systems.
8. A voice stream analyzer connected to receive event data associated with a
plurality of user interactions with a plurality of speech applications from a plurality of distributed
speech application systems, the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems; and

an analysis engine configured to:

receive a request for information,
retrieve at least a portion of the event data from the database based on the request,
formulate a response to the request using the retrieved event data, and
provide the response to aid in tuning of one or more of the speech applications.

9. The voice stream analyzer of claim 8, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the speech applications.

10. The voice stream analyzer of claim 8, wherein when retrieving the portion of the event data, the analysis engine is configured to:

generate a search query based on the request for information, and
use the search query to identify event data in the database that is relevant to the search query.

11. The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

generate statistics based on the retrieved event data, and

use the statistics as the response to the request.

12. The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

organize the retrieved event data to a form that satisfies the request, and

use the organized event data as the response to the request.

13. The voice stream analyzer of claim 8, further comprising:

a presentation engine configured to display the response on a graphical user interface.

14. The voice stream analyzer of claim 13, wherein when providing the response, the analysis engine is configured to provide the response to the presentation engine.

15. A network for facilitating tuning of speech applications, comprising:

a plurality of distributed speech application systems; and

a voice stream analyzer connected to the speech application systems and configured to:

obtain event data associated with a plurality of user interactions with the speech application systems,

store the event data,

receive a request for information,

retrieve stored event data that is relevant to the request,

generate a response to the request using the retrieved event data, and
provide the response to aid in the tuning of one or more of the speech application
systems.

16. A method for aiding in tuning of one or more speech applications, comprising:
receiving event data associated with a plurality of user interactions with one or more
speech applications;
storing the event data in a database;
periodically analyzing the event data to identify potential problem areas;
generating results of the periodic analyzing; and
presenting the results to aid in the tuning of the one or more speech applications.

17. A voice stream analyzer connected to receive event data associated with a
plurality of user interactions with a plurality of speech applications from a plurality of distributed
speech application systems, the voice stream analyzer comprising:
a database configured to store the event data received from the distributed speech
application systems; and
an analysis engine configured to:
periodically analyze the event data in the database to identify potential problem
areas associated with the user interactions, and

provide results of the periodic analysis to aid in tuning of one or more of the speech applications.